

**Easterling, Deborah**

273878

**From:** Easterling, Deborah  
**Sent:** Thursday, January 04, 2018 9:39 AM  
**To:** 'Jennifer Rawlings'  
**Subject:** RE: Comments- Docket No. 2017-292-WS

Dear Ms. Rawlings,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

- Docket No. 2017-292-WS - Application of Carolina Water Service, Incorporated for Approval of an Increase in Its Rates for Water and Sewer Services

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can also follow Docket No. 2017-292-WS at this link: <https://dms.psc.sc.gov/Web/Dockets/Detail/116450>.

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,

Deborah Easterling  
 Executive Assistant  
 803-896-5133

**RECEIVED**

JAN 04 2018

PSC SC  
 CLERK'S OFFICE

**From:** Jennifer Rawlings [mailto:\_\_\_\_\_  
**Sent:** Wednesday, January 03, 2018 5:09 PM  
**To:** PSC\_Contact <Contact@psc.sc.gov>  
**Subject:** Comments- Docket No. 2017-292-WS

I'd like to make a few comments in regards to the request by Carolina Water Service to increase rates and make other changes to their customer agreements.

I'm currently a customer who gets sewer service only. I pay \$57.58 per month, and the rate increase request, if granted, would take that up to \$69.76. This is a 21% increase in one fell swoop! We have had prior rate increases in my 14 years as a customer, but Carolina Water has not proven to historically be a good steward of these funds. They have neglected their responsibility as a company and have continued to dump untreated or

under treated waste water into a state scenic river for decades. Now, they want us to pay for their mistakes, as they have been required to clean up their act.

Carolina Water is also requesting to hold homeowners responsible for the cost of installing and maintaining back flow preventers. This cost and responsibility should fall squarely on the company; they are the utility and this is part of their function as a utility service provider. To me, this request seems to fit into the pattern this company has for shirking responsibility.

I'd like to request that the Commission hold a public hearing in my community so that others might hear about this and have an opportunity to ask questions and voice their opinions. I live in the Town of Irmo, Lexington County.

In conclusion, I would like to emphatically state that this request from Carolina Water is a terrible thing for customers and should not be approved. This company has not shown itself to be trustworthy and demonstrates a lack of stewardship, and actually seems like this company is attempting to shift an undue burden onto the customer. For the Commission to consider as part of their fact finding- is asking customers to pay for back flow preventers and their maintenance a common practice in the industry? Is a 21% increase at one time a common burden placed on customers of similar service providers? I hope the Commission does the right thing for the people who have to live with the outcome of this request by not approving it.

Thank you for your consideration in this matter.

Sincerely,

Jennifer Rawlings

Irmo, SC